



Release Notes for Cisco SIP IP Phone 7940/7960 Release 4.4

April 11, 2003

Contents

This document lists the known problems in Cisco Session Initiation Protocol (SIP) IP Phone 7940/7960 Release 4.4 and contains information about the Cisco SIP IP Phone 7940/7960 (hereafter referred to as the Cisco SIP IP phone) that is not included in the most recent release of the phone documentation.

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New and Changed Information

New Software Features in Release 4.4

The following new software features are supported in Cisco IP Phone 7940/7960 Release 4.4.

Dial-Plan Support for the Pound and Asterisk Symbols

The Dial-plan templates now support the pound sign (#) symbol and the asterisk (*) symbol as dialed digits. To support the "*" symbol, an escape character "\" was added. This release also supports backward compatibility for the "#" and "*" symbol.

Configurable Secondary Dial Tone

In current SIP phones, specifying a comma (,) in the dial plan causes the phone to play the default secondary dial tone. This release adds support so that you can specify the tones that you want to play when you specify the comma (,). You can specify up to 3 different secondary dial tones in a single dial plan match template. The order in which you list the tones determines the order in which the tones are played.

Ring-Back Tone For Calls On Hold

A new parameter is added to the configuration of the Cisco SIP IP phone to support ring-back tone for calls on hold. When the parameter is enabled, the phone rings if the handset is placed on hook and there is also a call on hold. The valid values are 0, 1, 2, and 3. From **Services > Call Preferences**, select 0 or 1; however, 2 and 3 are only configurable in the phone-specific configuration file.

Installation Notes

For Cisco SIP IP phones, follow the instructions in the "Upgrading the Cisco SIP IP Phone Firmware" section at the following URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/sip7960/sadmin44/sipmntn44.htm

For these instructions, use POS3-04-4-00.bin as the image name for Release 4.4.

Caveats

Open Caveats—Release 4.4

This section documents possible unexpected behavior by Cisco IP Phone 7940/7960 Release 4.4 and describes only severity 1 and 2 caveats and select severity 3 caveats.

- **CSCdz77783**: Clipping of voice in 7960 SIP Phone
- **CSCea15061**: Outbound Proxy reREGISTER fails due to incorrect logic

- **CSCea30286**: Echo and static with max volume

Resolved Caveats—Release 4.4

All caveats listed in this section are resolved in Cisco IP Phone 7940/7960 Release 4.4. This section lists only severity 1 and 2 caveats and select severity 3 caveats

- **CSCdr27839**: Call waiting does not alert remaining line when 1st disconnects
- **CSCdy38909**: Exit softkey highlighted and frozen
- **CSCdz53195**: SIPPhone: Backup Proxy Expires timer muffed with negative expiration
- **CSCdz56288**: SIP 7960 does not show call-transfer softkey for blind-transfer
- **CSCea05855**: TCP SYN to SIP Phone can cause TCP RST Broadcast Storm
- **CSCea09043**: SIP: 79x0 phones are NOT escaping space in QUERY parm in URI of GET
- **CSCea12019**: SIPPhone: A 4xx, 5xx, 6xx in response to resume INVITE connects call
- **CSCea12042**: SIPPhone: Phone not resetting credentials flag causing exceeded 2/2
- **CSCea12068**: SIPPhone: Phone does not retransmit a REFER when no response recvd
- **CSCea12084**: SIPPhone: Need to ensure User-Agent and Server headers are included
- **CSCea14687**: SIPPhone: semi_attended_transfer broke (no softkey available)
- **CSCea16473**: SIPPhone: Phone encounters malloc error processing multiple hold/resume
- **CSCea18567**: SIPPhone: REFER malformed when dialplan matches have user=phone
- **CSCea19120**: SIP: 79x0 has issues with debug commands SNTP and SNTP-PACKET
- **CSCea20239**: Potential crash in TCP Send code
- **CSCea20259**: SIP phone reboots when trying to access voicemail
- **CSCea23039**: Upgrade does not copy APP if DSP is missing
- **CSCea23155**: SIP: 79x0 has issues with CLID when Remote-Party-ID has screen=yes
- **CSCea24863**: Phone still waits for timeout on TFTP File Not Found message
- **CSCea29110**: SIP: 79x0 sends 400 Bad Request due to onhook during incoming call
- **CSCea32574**: SIPPhone: Unable to manual change proxy addr due to IP stack respin
- **CSCea36076**: Phone should not erase DHCP flash when upgrading to Little App
- **CSCea38291**: SIP: 79x0 phone reboots at endcall due to changes made during call
- **CSCea38909**: Exit softkey highlighted and frozen
- **CSCea40792**: Information button displays incorrect explanation
- **CSCea43405**: Flooding traffic to phone causes reboot
- **CSCea44967**: Check of SIP headers breaks 3261 compliant customers
- **CSCea45410**: Telnet connections in FIN_WAIT_2 do not time out
- **CSCea52302**: SIP: Challenged Resume invite results in a dropped call
- **CSCea55610**: SIP: dialplan parse error for empty tone field with no comma
- **CSCea56905**: SIPPhone: Version in o= of SDP not incremented properly
- **CSCea59610**: HST Timezone (GMT+8) shows incorrect time on the 7960

- **CSCea64100**: SIP: 79x0 crashes at Abort Vector Recorded [0x4527e4]
- **CSCea64996**: SIP: 79x0 sends INVITE to broadcast address instead of Backup Proxy
- **CSCea67403**: SNTP debug does not go to the Telnet sessions
- **CSCea68183**: SIP: logo_url and softkeys are not displayed after bootup
- **CSCea68255**: SIP: 79x0 experiences a long delay registering to BACKUP proxy

Related Documentation

- [Cisco SIP IP Phone 7940/7960 Administrator Guide Version 4.4](#)
- [Cisco IP Phone 7960 and 7940 Series at a Glance](#)
- [Regulatory Compliance and Safety Information for the Cisco IP Phone 7960, 7940, and 7910 Series](#)
- [Installing the Wall Mount Kit for the Cisco IP Phone](#)

Obtaining Documentation

These sections explain how to obtain documentation from Cisco Systems.

World Wide Web

You can access the most current Cisco documentation on the World Wide Web at this URL:

<http://www.cisco.com>

Translated documentation is available at this URL:

http://www.cisco.com/public/countries_languages.shtml

Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which is shipped with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual subscription.

Ordering Documentation

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:

http://www.cisco.com/cgi-bin/order/order_root.pl

- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:

<http://www.cisco.com/go/subscription>

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, U.S.A.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can submit comments electronically on Cisco.com. In the Cisco Documentation home page, click the **Fax** or **Email** option in the “Leave Feedback” section at the bottom of the page.

You can e-mail your comments to bug-doc@cisco.com.

You can submit your comments by mail by using the response card behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Document Resource Connection
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain online documentation, troubleshooting tips, and sample configurations from online tools by using the Cisco Technical Assistance Center (TAC) Web Site. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC Web Site.

Cisco.com

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If you want to obtain customized information and service, you can self-register on Cisco.com. To access Cisco.com, go to this URL:

<http://www.cisco.com>

Technical Assistance Center

The Cisco Technical Assistance Center (TAC) is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two levels of support are available: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Cisco TAC inquiries are categorized according to the urgency of the issue:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

The Cisco TAC resource that you choose is based on the priority of the problem and the conditions of service contracts, when applicable.

Cisco TAC Web Site

You can use the Cisco TAC Web Site to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC Web Site, go to this URL:

<http://www.cisco.com/tac>

All customers, partners, and resellers who have a valid Cisco service contract have complete access to the technical support resources on the Cisco TAC Web Site. The Cisco TAC Web Site requires a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to this URL to register:

<http://www.cisco.com/register/>

If you are a Cisco.com registered user, and you cannot resolve your technical issues by using the Cisco TAC Web Site, you can open a case online by using the TAC Case Open tool at this URL:

<http://www.cisco.com/tac/caseopen>

If you have Internet access, we recommend that you open P3 and P4 cases through the Cisco TAC Web Site.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses priority level 1 or priority level 2 issues. These classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer automatically opens a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to this URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled: for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). When you call the center, please have available your service agreement number and your product serial number.

This document is to be used in conjunction with the documents listed in the [“Related Documentation” section on page 3](#).

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